



PRIME POTENTIAL
PEOPLE. IT. BUSINESS.



What's in our IT Packages

Version 2

Welcome to Prime Potential

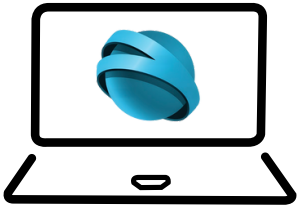
Our Mission as a firm is to enhance your business by using the best in class technology and software. This means that you're free of the stress in running your IT.

Our business is an authorised partner of a range of different suppliers and vendors like Sophos and Microsoft. This enables us to provide you with the top notch service and support that your business requires.

Having a complete IT department is not a viable solution for many businesses, yet it is crucial to find a cost-effective way to manage and maintain your IT infrastructure, because if things go wrong, it could in fact have a huge operational impact on your business. We ensure that your IT is fully operational by our 24/7 monitoring.

Working with Prime Potential and you being onboard as our client is a partnership. We will work very closely with you and all of your team to ensure your business is meeting its goals and targets whilst finding the most cost efficient way to manage your IT infrastructure.

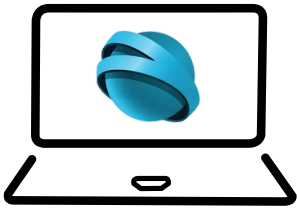
We take the time to get to know you, your business and how you operate, something which not all IT companies will offer to their clients.



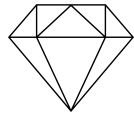
Technical Support

Everything you need to get going

- ✓ Remote telephone, email and session support for issues, faults, requests and system administration during standard office hours
- ✓ 24/7 Remote Management & Monitoring
- ✓ 10 Hours of Support Each Rolling Month
- ✓ A break-fix setup with ad-hoc access to our service desk



Your IT Department



100% Everything your business needs to take care of your IT.

- Remote telephone, email and session support for issues, faults, requests and system administration during standard office hours with upgraded SLA & Priority VIP Access.
- 24/7 Remote Management & Monitoring
- Onsite Support Onsite support at your offices if remote support cannot resolve the issue
- 24/7 monitoring of your server/s, network services, cloud services, security services and connectivity.
- Preventative and Proactive maintenance of: server infrastructure, networking arrangements, workstation and endpoints, anti-virus solution
- Technical Advice and Guidance for future requirements like new staff devices.
- Hardware Procurement
- Software Procurement
- Quarterly Strategy and Tech Reviews
- New Equipment Support
- Technical Liasion for all your other services
- Access to IT Consultants
- Dedicated IT Manger
- Chief Technology Officer

